



TERANG & MORTLAKE HEALTH SERVICE

POSITION DESCRIPTION

TITLE: Coordinator (Social support)

DEPARTMENT: Community Health

CLASSIFICATION: HS3

CURRENT OCCUPANT:

HOURS OF DUTY: 35 hours (5 x 7hr shifts)

DATE APPROVED: November 2023

APPROVED BY: **Director of Community Health**

Our Vision:	To be a leader in the development of a vibrant, healthier community
	<p>Our Values:</p> <ul style="list-style-type: none"> • Compassion and responsiveness We care for the needs of our consumers and each other; • Equity and fairness We make decisions objectively, without favouritism or bias; • Ethical behavior We act in a transparent & confidential way; • Accountability We use resources efficiently and act responsibly; • Excellence We strive for excellence in the delivery of healthcare; • Respect We respect the rights of the individual.
Responsible To:	Director Of Community Health
Responsible For:	<p>The role of the Coordinator -Social support is to oversee the day to day implementation of the Social Support Program and manage the Social Support team.</p> <p>The purpose of the Social Support Program is to enhance participants' well-being, support their independence and meet their cultural, physical, intellectual, physiological, social and emotional needs. We also work to improve access to health and welfare services for our Clients and work to raise awareness of health issues.</p>
Performance Monitoring:	An initial review of performance will be undertaken within six months and then formally reviewed every 12 months based upon the position

SSG Coordinator

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	description.
Last Appraisal Date:	
Next Appraisal Date:	
Review of Position Descriptions:	The position description will be reviewed annually, when the position becomes vacant or as deemed necessary.

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Personal Qualities:	<p>To competently perform in this position, the person should possess the following knowledge, skills and experience based upon the 6 key performance indicators as indicated:</p> <p>1. PERSONAL & PROFESSIONAL DEVELOPMENT. Demonstrated experience and understanding of the continuation of both personal development & professional development in their career and industry.</p> <p>2. CUSTOMER SERVICE. Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.</p> <p>3. ADMINISTRATION & DOCUMENTATION Using the processes that are in place, ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</p> <p>4. TECHNICAL SKILLS & APPLICATION. Demonstrated knowledge and understanding in the application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.</p> <p>5. TEAMWORK & COMMUNICATION Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, which is consistent with the philosophy, and policies of Terang and Mortlake Health Service</p> <p>6. CONTINUOUS IMPROVEMENT. Commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement activities.</p> <p style="text-align: center;">•</p>
Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Certificate III in Aged Care/Individual Support, Cert IV in Lifestyle & Leisure or equivalent qualification • Valid Working with Children Check, current police check, and International Police Check if applicable. • Level 1 First Aid training • Evidence of leadership qualities and skills to lead and manage a team • Evidence of overseeing and managing budgets, including rosters, supplies and other expenses • High level communication, written and verbal skills and proven ability to be able to liaise and work in multidisciplinary team • Evidence of a commitment to ongoing professional development • Thorough knowledge and experience in quality improvement processes and understanding of the Aged Care Quality Standards and Australian National Quality and Safety Health Service Standards • Current unencumbered Victorian Drivers Licence. <p>Desirable:</p> <ul style="list-style-type: none"> • Qualifications in food safety, disability support and management • Endorsed licence an advantage
Salary and Conditions	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025

KEY RESPONSIBILITIES

POSITION TITLE: Coordinator SSG

Customer Service	<ul style="list-style-type: none">• Demonstrate an understanding of customer needs by:<ul style="list-style-type: none">- Being responsive to clients care in accordance with care plan.- Ensuring the dignity, privacy and confidentiality of each person is respected at all times.- Promoting positive and harmonious relationships between clients, relatives and colleagues.- Respecting the basic freedom, rights and choices of individuals.• Be aware of the important role relatives/friends and volunteers play within the organization, actively seeking feedback and responding as appropriate.• Demonstrate awareness of the differing social, spiritual and cultural needs of clients, visitors and colleagues and tailor care to meet and respect these individual needs.
Administration & Documentation	<ul style="list-style-type: none">• Ensure that all documentation is accurate and completed in a professional and timely manner.• Use all resources in a responsible, effective and cost efficient manner.• Document incidents/hazards using Riskman and review incidents as required• Report and record any equipment or item that need repair/replacement via Beims program
Technical skill and Application	<ul style="list-style-type: none">• As per Social Support Group care plans, support staff to design activity programs each day which meet individuals goals, enhance and enrich their quality of life by developing and maintaining their skills, participating in social activities and enabling independence and partnership in care.• Encourage clients to initiate and direct their own activities and where possible to develop relationships with others with whom they share common interests.• Organize activities to suit both individual and group needs.• Act at all times to protect the rights of clients including confidentiality, privacy, individual choice and decision making.• Be familiar with techniques and management strategies for caring for differing cognitive needs

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<p>Teamwork and Communication</p>	<ul style="list-style-type: none"> • Be aware of, and practice according to, the TMHS Values & the Charter of Aged Care Rights. • Be aware of your own role and the role of other team members and assist with the identification of team goals. • Assist with the orientation of new staff in a positive and helpful manner. • Report any complaints or concerns to the Director of Community Health at the earliest opportunity in order that any problems might be resolved quickly and to the satisfaction of those involved.
<p>Continuous Quality Improvement.</p>	<p>All TMHS employees have a responsibility to oversee safety and quality for TMHS Clients, themselves, their immediate work groups and for the organisation overall. This is further achieved by:</p> <ul style="list-style-type: none"> • Participation in service orientation program. • Demonstrated understanding of all relevant internal & external policies and procedures that relate to this position, including but not restricted to: <ul style="list-style-type: none"> - Aged Care Quality standards (ACQS) - National Safety & Quality Health Standards (NSQHS) - Infection Control Policies and Immunisation Mandates - Confidentiality policy and privacy legislation - Occupational Health and Safety policies and regulations - Child Safe standards - TMHS Code of Conduct - Fire, disaster and other emergency procedures. • Demonstrate commitment, participate and contribute to quality improvement programs and other facility activities to meet Service/Accreditation Standards. • Participate and contribute to occupational health and safety activities to ensure a safe work environment for residents/clients, staff and visitors. • Identify own responsibilities with regard to working safely. • In conjunction with the Director of Community health and using the Moving on Audits (MOA) program, carry out continuous improvement activities that use feedback from clients, family and community members to identify, record and act on changing interests and needs of clients.

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Commitment to risk management.	All staff are required to actively: <ul style="list-style-type: none">• Contribute to effective risk management within their area of influence• Adhere to risk management policies and procedures• Assist in fostering a risk-aware culture and ensure that staff in their supervision understands their responsibilities• Identify new and emerging risks• Contribute to risk management review processes.
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SIGNATURE EMPLOYEE: _____ DATE: _____

SIGNATURE MANAGER: _____ DATE: _____

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